

WHAT IS CLAIMED IS:

1 1. A method for generating a repair order, comprising:
2 scanning a vehicle identifier on a vehicle;
3 transmitting the vehicle identifier over a wireless
4 communication link;
5 retrieving data associated with the vehicle
6 identifier in a memory device; and
7 generating the repair order from said data.

1 2. The method of claim 1, further comprising
2 transmitting the repair order to a portable device over the
3 wireless communication link.

1 3. The method of claim 2, further comprising displaying
2 the repair order on a display screen of the portable device.

1 4. The method of claim 1, wherein the vehicle
2 identifier comprises a Vehicle Identification Number (VIN).

1 5. The method of claim 1, wherein said scanning the
2 vehicle identifier comprises scanning a bar code indicative of
3 the vehicle identifier.

1 6. The method of claim 1, wherein said retrieving data
2 comprises querying a database with said vehicle identifier.

1 7. The method of claim 6, wherein the database includes
2 production information associated with the vehicle identifier.

1 8. The method of claim 6, wherein the database includes
2 customer information associated with the vehicle identifier.

1 9. The method of claim 6, wherein the database includes
2 warranty information associated with the vehicle identifier.

1 10. The method of claim 6, wherein the database includes
2 vehicle service history information associated with the
3 vehicle identifier.

1 11. The method of claim 1, further comprising:
2 entering user input information into the portable
3 device; and
4 transmitting said user input information over the
5 wireless communication link.

1 12. The method of claim 11, further comprising
2 generating a new repair order in response to said user input
3 information.

1 13. The method of claim 11, further comprising updating
2 the memory device with said user input information.

1 14. An apparatus comprising:
2 a scanner to scan a vehicle identifier;
3 a transmitter to transmit the vehicle identifier
4 over a wireless communication link;
5 a receiver to receive a repair order generated in
6 response to said vehicle identifier over said wireless
7 communication link; and
8 a display screen to display the repair order.

1 15. The apparatus of claim 14, further comprising a
2 portable housing.

1 16. The apparatus of claim 14, wherein said transmitter
2 and said receiver are integrated into a transceiver.

1 17. The apparatus of claim 14, wherein the scanner
2 comprises an infrared scanner.

1 18. The apparatus of claim 14, wherein the vehicle
2 identifier comprises a bar code, and wherein the scanner
3 comprises a bar code scanner.

1 19. A networked computer system comprising:
2 a portable device comprising:
3 a scanner to scan a vehicle identifier;

4 a transmitter to transmit the vehicle
5 identifier over a wireless communication link;
6 a receiver to receive a repair order generated
7 in response to said vehicle identifier over said wireless
8 communication link; and
9 a display screen to display the repair order;
10 and
11 a database including vehicle information associated
12 with said vehicle identifier; and
13 a repair order generator in communication with the
14 portable device over the wireless communication link and in
15 communication with the database, said repair order generator
16 operative to query the database with the vehicle identifier
17 and generate a repair order from the vehicle information
18 accessed in response to said query.

1 20. The system of claim 19, wherein the vehicle
2 information comprises owner information.

1 21. The system of claim 19, wherein the vehicle
2 information comprises production information.

1 22. The system of claim 19, wherein the vehicle
2 information comprises warranty information.

23. The system of claim 19, wherein the vehicle information comprises service campaign information.

24. The system of claim 19, wherein the vehicle information comprises recall information.

25. The system of claim 19, wherein the vehicle information comprises service history information.

26. The system of claim 19 wherein the vehicle identifier comprises a bar code, and said scanner comprises a bar code scanner.

27. An apparatus, including instructions residing on a machine-readable medium, for generating a repair order, said instructions causing the machine to:

scan a vehicle identifier on a vehicle;
transmit the vehicle identifier over a wireless
communication link;
retrieve data associated with the vehicle identifier
in a memory device; and
generate the repair order from said data.

28. The method of claim 27, further comprising instructions that cause the machine to transmit the repair

3 order to a portable device over the wireless communication
4 link.

1 29. The method of claim 27, further comprising
2 instructions that cause the machine to display the repair
3 order on a display screen of the portable device.

1 30. The method of claim 27, wherein the instructions
2 that cause the machine to scan the vehicle identifier comprise
3 instructions that cause the machine to scan a bar code
4 indicative of the vehicle identifier.

1 31. The method of claim 27, wherein the instructions
2 that cause the machine to retrieve data comprise instructions
3 that cause the machine to query a database with said vehicle
4 identifier.